



Cafeteria Feedback

Questions & Answers

Why is the salad bar so expensive? It's like we're being penalized for trying to be healthy. I paid \$8.00... Thanks for asking. Unfortunately, the salad bar is not the least expensive place to eat in the Cafeteria. But you should know that YOU and you alone control how much your salad costs, as it is done by weight. The salad bar costs \$.35 per ounce or \$5.60 per pound. If your total was over \$8.00, then your salad weighed nearly ONE AND A HALF POUNDS! Putting it in perspective, that's the equivalent of six quarter-pound hamburgers. You have to agree – that's a pretty big salad.

There are ways to “economize” on the weight of your salad. Instead of six cherry tomatoes, take 2 or 3 and cut them in half. Instead of 8 cucumber slices, take 3, etc. Instead of the heavier Ranch or Bleu Cheese dressing, try the much lighter Italian or even vinaigrette. Some folks bring their dressing from home. By weight, the dressing is the most expensive part of the salad.

Another option is to select the \$3.99 Grab ‘n Go salads out of the deli cooler. The variety of salads offered is rotated including Chicken Caesar, Cobb, “Chef’s”, etc., and they are quite good for the price. Hope these suggestions help keep your salad price in check.

The grill is closed at 10 am. Why can't one of the many workers operate the grill during this time? While it may appear that “many workers” are not busy at this hour, there are a variety of logistical issues that require the main cafeteria serving areas – including the grill -- to take some time out each day between breakfast and lunch. The “set ups” at these stations all need to be changed over from breakfast menu to lunch menu. Each of 14 employees has to find time to take a scheduled break. And ARAMARK has a daily team meeting. For these main reasons, the grill and other major serving areas close down between breakfast and lunch. Focusing on what IS available at 10 am -- there are a variety of Grab ‘n Go items including sandwiches and salads available at the deli area; and the soups are usually out by 10 am as well. The grill opens for lunch at 11 am.

I think something I ate in the cafeteria today made me sick... Your particular scenario is more common in the food service business than most people realize. Individuals “eat out”, become ill, and immediately assume it must have been something they just ate at the restaurant. Surprisingly, that is usually not the case. Many people are shocked to learn that the idea we become ill immediately after eating is nothing more than an urban myth.

In reality, the onset of the symptoms associated with food borne illnesses (such as nausea, diarrhea, etc.) caused by 99.9% of all such infections does not occur for at least 8 to 12 hours after eating the infected food, and sometimes as many as 24, 36 or 48 or more hours after eating, depending on the incubation period for the specific infection that caused the problem. For instance, at last year's employee holiday party where more than 50 guests became ill from eating the prime rib, the average onset of symptoms was 8 to 12 hours after eating lunch. In that case, the beef had been improperly cooled and reheated by the caterer hired for the event, causing several varieties of staph infections and resulting in about 800 lost man hours of work.

As a result of this misconception, health departments typically suggest that anyone who suspects they have been a victim of food poisoning try to recall and write down everything they consumed for 72 to 96 hours prior to the onset of symptoms. By doing this, other, usually less obvious food items begin to draw suspicion (for instance, Sunday's leftover pot roast that wasn't eaten until Thursday night).

Per Health Department regulations, ARAMARK keeps extensive production and temperature logs for all of its menu items to ensure that all food is prepared according to strict industry standards and to guard against the serving of unsafe products. Unfortunately in most cases, we are never able to identify the specific causes for our culinary discomforts.

The Salsa Contest was fun. Thank you – You're welcome. We had fun doing it. Hopefully, next time, we'll have more participation from SRPMIC employees and Community Members. In case you didn't hear, Lynn Hubbard's “Darling Dolls' Deelishious Shalsa” won the taste buds of six invited judges and Cafeteria patrons alike, taking First Place in both the “Judges” and “People's Choice” categories. Congratulations Lynn!

Could we get small bags for bagels, scones, pastries and rolls? I hate using the giant boxes for one item. – This is a great idea! Thanks. We'll see what we can come up with. There are many excellent “wax pastry bags” we can try. Thanks again.

The Native American Buffet was excellent – but it was not a “buffet”. I thought “buffet” meant “all you can eat.” – Thanks for the kind words – and for reporting the misconception. We'll take a “do-better” slip on how we word our marketing materials. In the future, we'll make clear if meals are single service or all-you-can-eat. We apologize for any misunderstanding – but are glad you liked the food.

The Dancers were wonderful, but why did you get Navajo Dancers and not use our local Dance groups? – We, too, enjoyed the cultural presentation, which was arranged for and presented by our friends at the Huhugam Ki Museum. We'll pass your suggestion on to them for future events.

Kudos & Clouts (Customer Comments, Good & Bad)

- Thank you for your continued excellence.
- All the grill items shouldn't taste like fish – especially the burger.
- Meat, poultry and pork should be cooked properly. Always seems WAY TOO DRY!
- We should have lower prices – comparable to a hospital cafeteria. This would help employees on a budget.
- You guys are doing a great job and the food is very good – a little expensive – but still good.
- Need more low fat dressing choices at the salad bar.
- I don't need to hear other people swearing and using vulgarities. Guests should realize that folks sitting nearby can hear their conversations – and then watch what they say! Voices travel!

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. Visit the SRPMIC intranet home page. At the bottom of the right column, click on the link that says “Two Waters Cafeteria”. On the next page, click on “Two Waters Cafeteria.” On the next page, click on “Feedback.” Then, fill in the blanks. **BE SURE TO INCLUDE YOUR E-MAIL ADDRESS**, name and/or phone number if you want a response. We have received several questions that we were unable to answer because we didn't know who sent them. (To skip the process and arrive at the feedback page, [click here](#)) OR...
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov